



U.S. CONSULATE GENERAL - JERUSALEM

ANNOUNCEMENT NUMBER: # 20/16

OPEN TO: All Interested Candidates/All Sources

POSITION: Telephone Operator

OPENING DATE: March 10, 2016

CLOSING DATE: March 18, 2016

WORK HOURS: Full-time, 40 hours/week

SALARY: Ordinarily Resident (OR):– FSN-4

ALL ORDINARILY RESIDENT (OR) APPLICANTS (*See Appendix A for definition*) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Consulate General in Jerusalem is seeking eligible and qualified applicants for the position of Telephone Operator.

BASIC FUNCTION OF POSITION

Provide telephone answering services in English, Arabic and Hebrew to the Consulate General and all assigned tenant agencies that subscribe to ICASS cost center 6195. Maintains Consulate telephone directories and emergency contact lists, issues and tracks cellphone and BlackBerry devices, and performs first-level review of telephone invoices.

QUALIFICATIONS REQUIRED

Applicants must address each required qualification listed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

1. **Education:** Completion of Secondary School **is required.**
2. **Experience:** One-year switchboard experience or one year experience in a busy office environment using business applications such as Microsoft Office Suite required **is required.**
3. **Language:** Level III (good working knowledge) Speaking/Reading/Writing of English, Arabic and Hebrew are **required. (This will be tested. Please check the language level definition under the definition section).**
4. **Must** have a good working knowledge of Microsoft Office Suite of computer applications, word, excel, outlook, etc.

For Further Information: Please e-mail JerusalemRecruitment@state.gov for a copy of the complete position description.

HOW TO APPLY: Applicants must submit the following documents to be considered:

1. **Universal Application for Employment (UAE) (Form DS-174), which is available on our website or by contacting Human Resources. (See “For Further Information” above); and**
2. **Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, etc.)**
3. **Application must be received by the closing date specified on the announcement. Applications received after this date will not be considered.**
4. **Applications are only accepted in English.**

WHERE TO APPLY:

E-Mail Address: JerusalemRecruitment@state.gov

E-mail Subject: **Must indicate Vacancy Title and Number**

Applications are accepted only via e-mail.

SELECTION PROCESS:

When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference-eligible U.S. Veterans are given a preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the required qualifications above in their application.

HIRING PREFERENCE ORDER:

- (1) **USEFM who is ALSO a preference-eligible U.S. Veteran**
- (2) **USEFM OR a preference-eligible U.S. Veteran**
- (3) **FS on LWOP**

IMPORTANT: Applicants claiming a U.S. Veteran’s preference must submit written documentation confirming eligibility (e.g., Member Copy 4 of Form DD-214, Letter from the Veteran’s Administration, or certification documenting eligibility under the VOW Act with an expected discharge no later than 120 days after the certification is submitted) by the closing date of the vacancy announcement. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veteran’s preference will not be

considered in the application process. Specific criteria for receiving a U.S. Veteran's preference may be found in HR/OE's Family Member Employment Policy (FMEP).

ADDITIONAL SELECTION CRITERIA:

1. Management may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
2. Current OR employees serving a probationary period are not eligible to apply. Current OR employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
3. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.
4. The candidate must be able to obtain and hold a security clearance.

Consulate General Jerusalem maintains a drug-free workplace.

Equal Employment Opportunity: The US Mission in Jerusalem provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Appendix A- DEFINITIONS

Eligible Family Member (EFM): An EFM for employment purposes is defined an individual who meets **all** of the following criteria:

- U.S. Citizen or not a U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)); **or**
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term "child" shall include, in addition to natural

- offspring, stepchild, adopted child, and a child under legal guardianship of employee, spouse, or same-sex domestic partner when such child is expected to be under legal guardianship until 21 years of age and when dependent upon and normally residing with the guardian; **or**
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**
 - Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support; **and**
 - Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
 - Is under chief of mission authority.

U.S. Citizen Eligible Family Member (USEFM): A USEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee's post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**
- resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; **or**
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Appointment Eligible Family Member (AEFM): An AEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is

permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan (AIT); **and**

- Is under chief of mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Does NOT currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Member of Household (MOH): A MOH is an individual who meets **all** of the following criteria.

- A MOH is someone who accompanies or joins a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and
- A MOH must be officially declared to the COM by the sponsoring employee as part of his/her household; and
- A MOH is under COM authority;
- A MOH may include a parent, unmarried partner, other relative, or adult child;
- A MOH may or may not be a U.S. Citizen;
- A MOH is **not** an EFM;
- A MOH is **not** listed on the travel orders or approved Form F-126 of a sponsoring employee.

Not Ordinarily Resident (NOR) – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under the FS or GS salary schedule; and
- Has a U.S. Social Security Number (SSN); and
- Is not a citizen of the host country; and
- Does not ordinarily reside in the host country; and
- Is not subject to host country employment and tax laws.

Ordinarily Resident (OR) – An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- Is subject to host country employment and tax laws.

Language Level Definitions:

Level 1: Rudimentary knowledge.

Rudimentary verbal understanding of a limited vocabulary.

Level 2: Limited knowledge.

Limited knowledge of the written and spoken language, and a vocabulary limited to a specific occupation. Job holder will be able to understand and carry out verbal instructions of a repetitive nature, and prepare simple forms or reports.

Level 3: Good working knowledge.

Good working knowledge of the written and spoken language. Job holder will be able to read and understand, for example, regulations, instructions and related material concerning the field of work, and to prepare correspondence and standardized reports. Job holder will be able to communicate effectively with staff and members of the public in the language.

Level 4: Fluent.

High degree of proficiency in both the written and spoken language, including the ability to translate. On occasion, the job holder may need to act as an interpreter.

Level 5: Professional translator/interpreter.

Ability to deal effectively with highly technical and sophisticated terminology in which fine nuances of meaning may at times assume major importance, or capable of simultaneous translation as in the case of conference reporting.